



## Provider Communication

<b>Subject:</b> Member and Provider IVR Option Charts	<b>Priority:</b> <b>High</b>
<b>Date:</b> July 20, 2004	<b>Message ID:</b> ACSBNR-07202004-2

### *Dear Providers,*

In an effort to increase provider self-service usage, ACS solely has made a decision to change the IVR (interactive voice response system), call center policies and operations. To help achieve this goal, ACS is encouraging providers to use the IVR and GHP Web Portal.

A review of the IVR revealed that providers were not fully using it. A study found the IVR was too cumbersome and had too many options. To respond to your needs, ACS identified areas for improvement. The streamlined main menu offers only five main options of the most commonly used functions.

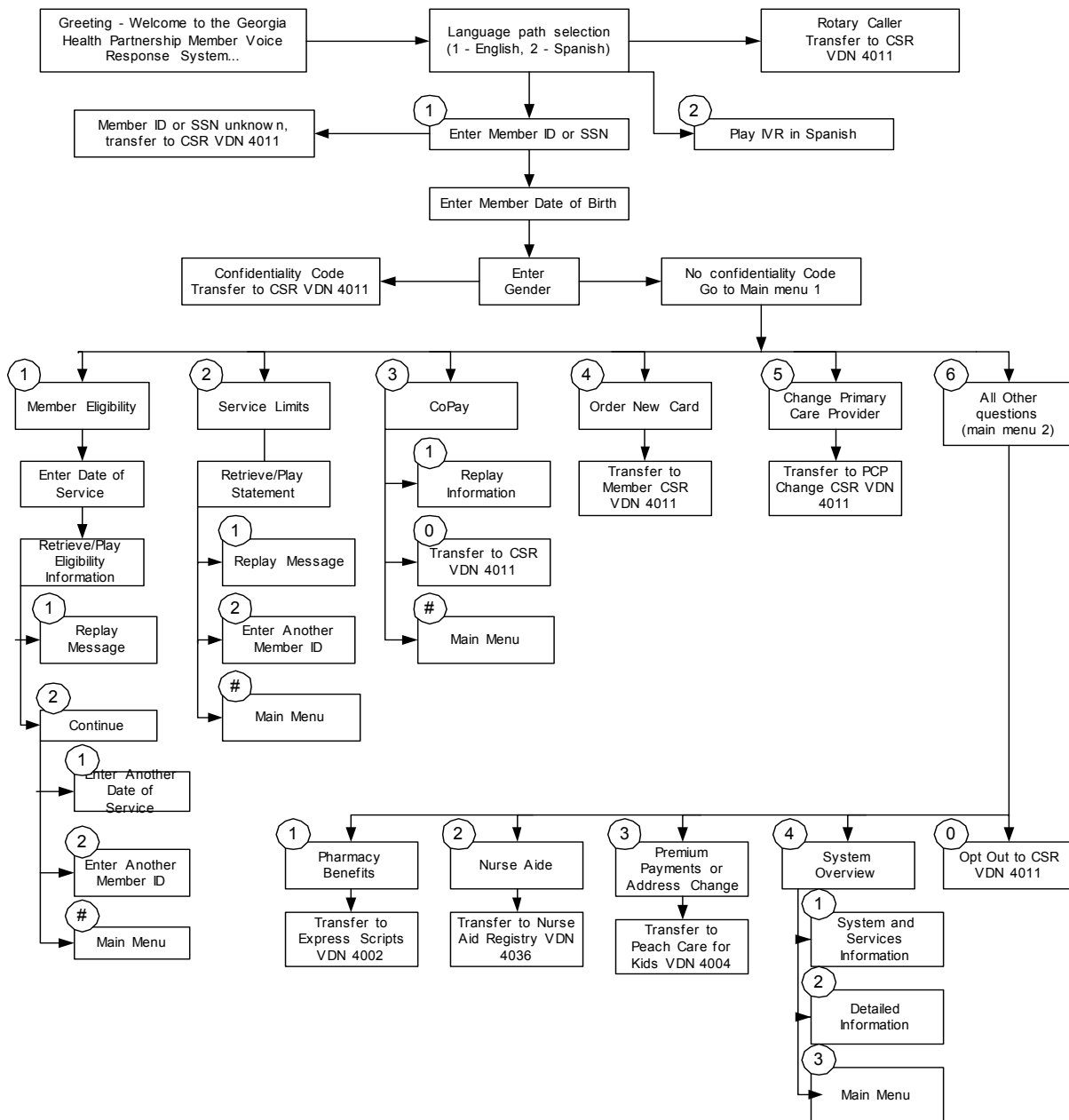
There have also been changes to policies and operations that you'll want to know about:

- **Automatic transfer to IVR.** ACS has implemented a maximum capacity for the incoming call queue. When you call, if the queue is at maximum capacity, a message tells you that the call center is unable to take your call at that time and offers you the option to go to the IVR. If you do not choose to go to the IVR, your call is released. Another choice is to call at a non-peak time. To see a flow chart with the new IVR options, see page three and four of this banner message.
- **Option Changes made to the IVR.** At the end of April, these two changes were made to the IVR:
  1. You now select menu option (such as 1 for Member Eligibility) before you are asked to enter an ID number. Before this change, you were asked for your ID number before you heard your menu options.
  2. The menu has been reduced from 11 options to 6. The other options are still available within the submenus.
- **New provider enrollment queue.** ACS established a separate queue for provider enrollment issues.
- **No member eligibility or referral calls will be handled.** To improve access to customer service representatives for claim status and other potentially intricate inquiries, calls that can be handled by automated systems will be redirected to the IVR. Customer service representatives will transfer callers requesting member eligibility information or general referral generation to the IVR. You can also use the GHP Web Portal to complete these transactions.
- **Inquiry limits.** To serve as many providers as possible, ACS has put a five-question limit on calls. This enables the customer service representatives to handle more calls and encourages you to use the IVR and Web portal when possible.
- **New call center hours.** The new call center hours are 8:00 a.m. to 5:00 p.m. The presumptive eligibility customer service representatives are available from 8:00 a.m. to 9:00 p.m.



The call center continues to take calls for emergency referrals, service limitations and retro eligibility load dates. Soon you will be able to use the Web portal to check retro eligibility load dates. If you are a registered Web portal user, you can now check retro eligibility load dates online. Check your banner messages for updates on the eligibility function availability.

## New Member IVR



## New Provider IVR

